TECHNICAL MEMORANDUM NUMBER 1

COMMUNITY WIDE NEEDS ASSESSMENT SURVEY

1.0 INTRODUCTION

The following contains a report prepared by Dr. Tom Chung which addresses the tasks outlined in the Scope of Services - Phase I Task IA, concerning a community-wide needs assessment survey.

The purpose of the report is to indicate the methodology and findings of the community-wide needs assessment survey. Evaluation of the findings in relation to the possible space needs for the proposed community services facility to be located on Parcel C is discussed in Techinical Memorandum Number 4 - Evaluation of Program/Space Requirements and Alternatives.

The analysis in the report is presented under the following headings:

1. Introduction
2. Methodology
3. Demographic Characteristics
4. Current Utilization and Potential Growth of Services
5. Factors Affecting Service Utilization
6. Urgency of Services
7. Priority of Client Groups
8. Priority of Youth/Teenager Problems
9. Cross-Service Utilization
10. Conclusion

DRAFTED, NOT FINAL

DRAFT
For
Discussion Purposes Only

1. INTRODUCTION

There has been a rapid population growth in the Chinatown/South Cove area. A survey conducted by the Boston Redevelopment Authority (BRA) estimated that in 1987 there were 5,100 residents living in the section which can be considered the "core area" of Chinatown (bordered by Essex Street to the north, the Expressway to the east, the Massachusetts Turnpike to the south and Washington and Tremont Streets to the west.)(1) This figure represents almost a 50% increase from the 1980 count and a 200% increase from the 1970 estimate.(2) Such a growth occurred in a period when the physical space available for community use is shrinking as a result of institutional expansion and highway construction.

While the overwhelming majority of Chinatown-core residents are of Asian origin, they represent only a small portion of Boston's Asian population.(3) Due to recent immigrant influx, the Asian population in and around the City of Boston is also rapidly increasing. When these Asian Americans are in need of bi-lingual, bi-cultural services, the providers they rely upon are the human service agencies located in the very core of Chinatown. Thus these agencies in Chinatown are not only serving the neighborhood, but also the community in a larger sense. Whether residing in the Chinatown neighborhood or elsewhere, clients are mainly non-English speaking people whose education and income are much lower than the Boston average. (4, 5)

The community service agencies have long been expressing a desire for additional facilities. The Boston Redevelopment Authority (BRA) acknowledges this need and is committed to build a community service center on a piece of land called Parcel C. In order to determine a best scheme of space allocation, the BRA, in conjunction with the Chinatown/South Cove Neighborhood Council (CNC), selected an independent consultant, the Henderson Planning Group, to conduct a feasibility study. An essential component of this study, specifically requested by the BRA and CNC, is a community needs assessment survey conducted by Tom Lun-Nap Chung, Ph.D. Findings of this survey, alongside the Henderson Planning Group's review of Request of Participation completed by community agencies and evaluation of space allocation alternatives, will be submitted to the BRA and CNC for their final decision.

BY TOM CHUNG MAY 4 '89

---

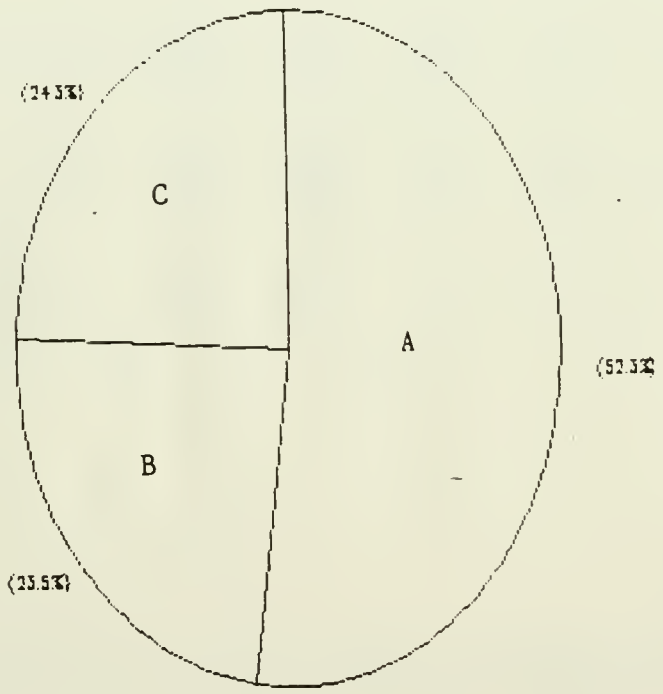
1. Gregory Perkins & Deborah Oriola, Chinatown Housing Survey, Boston Redevelopment Authority, 1987.
2. Mass. Institute of Technology Urban Design Studio, Chinatown 2000, 1988.
3. Margaret O'Brien, Boston At Mid-Decade: Result of the 1985 Household Survey, 1. Demographic Characteristics, BRA, 1986.
4. Jeffrey Brown, Ting-Fun Yeh, & Deborah Oriola, Profile of Boston's Chinatown Neighborhood, BRA, 1987.
5. Tom Chung, Job Expectations & Opportunities of Asian American Clients, Chinatown/South Cove Neighborhood Council, 1987.

3. DEMOGRAPHIC CHARACTERISTICS

Place of Residence

Consistent with findings in other recent studies (5,6), users of Chinatown services come from a much larger area than the Chinatown core area (please refer to Q.72 of the questionnaire attached for the frequency distribution of the responses.) Only 52.1% of the clients live in Chinatown or adjacent areas (Figure 1). Residents of other parts of Boston comprised 23.4% (13.3% in Allston-Brighton, 6.7% in Dorchester/Jamaica Plain/West Roxbury, and 3.4% in Charlestown, East Boston and South Boston.) Almost one out of every four clients comes from outside Boston (24.2%), including 8.3% from Quincy/Wollaston, 5.0% from Brookline, 4.2% from Malden, while the remainer is from Cambridge, Stoneham ,Reading, Tewksbury, Burlington, Natick, Newton, and Randolph.

Figure 1



A = Chinatown and adjacent areas

B = Other Boston areas, such as Allston;Brighton, Charlestown, East and South Boston, Dorchester, and Jamica Plain.

C = Outside Boston, including Brookline, Cambridge, Malden, Stoneham, Reading, Tewsbury, Burlington, Natick, Newton, Quincy, and Randolph.

Gender & Age

Fifty-six percent of the respondents are men and 44% women (n=119, Q.66). This apparently higher male-female ratio, while almost the same as that disclosed in the Chinatown User Survey (57%), reflects a very different picture than the one indicated in Employment Survey (28%). This contrast may imply that sex may play a role in program participation.

While a wide range of age-groups is represented (Q.65), there are more males among younger clients (Table 1).

Table 1: Age-Sex Distribution

	<13	13-18	19-25	26-35	36-45	46-55	56-65	>65	Total
Male	1	2	11	25	10	1	3	12	65
	1.5	3.1	16.9	38.5	15.4	1.5	4.6	18.5	56.5
	100.0	100.0	73.3	75.8	41.7	20.0	33.3	46.2	
Female	0	0	4	8	14	4	6	14	50
	0.0	0.0	8.0	16.0	28.0	8.0	12.0	28.0	43.5
	0.0	0.0	26.7	24.2	58.3	80.0	66.7	53.9	
Total	1	2	15	33	24	5	9	26	115
	0.9	1.7	13.0	28.7	20.9	4.4	7.8	22.6	

(Tau C = 0.34, $p < 0.001$)

Language

Almost two-thirds of the clients speak Cantonese (63.2%, n=114, Q.73). About one-seventh of the clients use Toisanese as their primary language. There are 10.7% clients who speak primarily Mandarian, 2.6% speak another Chinese dialect, another 2.6% speak Vietnamese, and only 5.3% of them use English as their primary language. For the overwhelming majority of those whose mother tongue is not English, their self-rated English proficiency is poor, particularly in terms of listening and talking (Q.74-75).

Education

Whereas almost one-fifth of the respondents had some college education or higher (Q.72), the proportion of respondent who did not graduate from high school ranks highest among all groups of Bostonians, including "immigrants who speak poor English" (Table 2 Column. c). As a whole, the education attainment of these clients is not only lower than that of the Asian Bostonians, but also lower than that of the Chinatown residents (Column d).

Table 2: Education Comparison

	(a) Total >24 Yrs in Boston 1980	(b) Asian >24 Yrs in Boston 1980	(c) Bos. Immig. Speak Poor English 1981-1985	(d) Track 702 >24 Yrs 1980	(e) Chinatown Agency Clients 1989
<Hi.Sch.Grad.	32%	45%	61%	63%	71%*
High Sch.Grad.	35%	23%	23%	19%	9%*
1 - 3 Yrs Coll.	13%	10%	5%	5%	12%
Coll. Grad.	20%	22%	11%	13%	8%

* Assuming half of those with 10-12 years of school are high school graduates and the other half is not.
Source: a & d from 4: Table 3; b from 7: p.56; c from 7: p.61.

Occupation, Family Income & Size

Over half of those who reported their occupation said they work in either restaurants or factories (Q.67). These two industries, which generally pay low wage for long working hours, have traditionally been the first employers of Asian immigrants. The skill level of the majority of the respondents is semi-skilled or below (Q.68). Individual income is very low (Q.69). Median family income is around $12,000 (Q.70), much lower than that ($19,250) in 1985 City-wide, despite a much larger household size --- 3.64 vs 2.5 (Q.71).

As a whole, people who come to Chinatown for service are mainly non-English speaking, who have a much lower income, educational and occupational attainment than the Boston average.

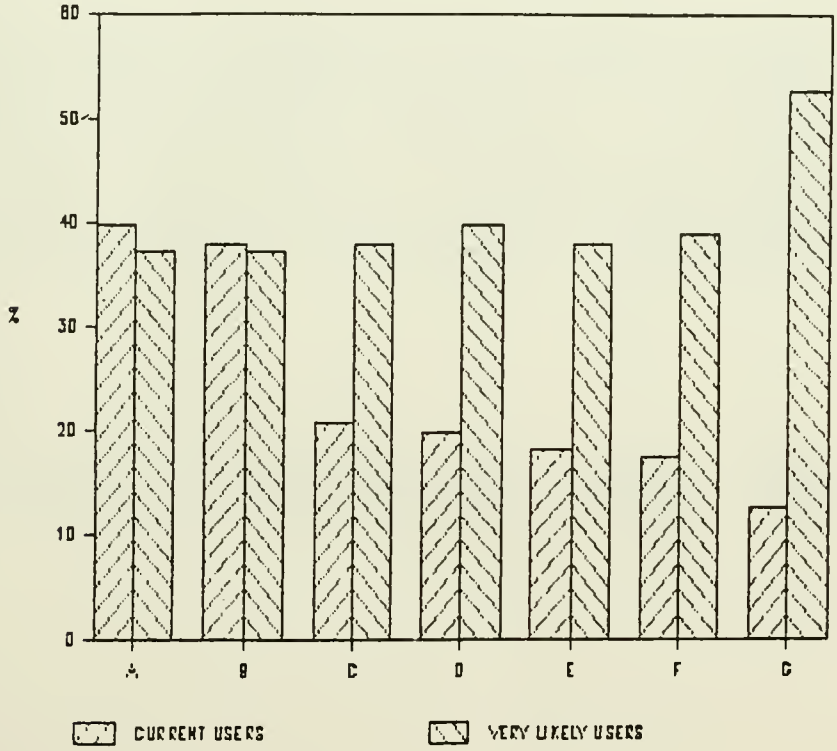
In terms of future growth, however, legal service/civil rights advocacy has the greatest potential, as the number of people who would very likely become clients is more than four times that of its current clientele. Other services also have a lot of room to expand. Recreational/social/cultural, day care, information/referral/counseling, and employment services alike, all have twice that number of very-likely users than the number of current users. The needs will double even for the two services that presently have the largest clientele: community health and English classes.

When the volume of potential users is added to the current caseload, community health care and English classes are still the two greatest needs, each attracting almost 80% of the client pool. Legal service/civil right advocacy draws two-thirds of the clients, while each of the remaining services gets about 60% of the clients.

4. CURRENT UTILIZATION & POTENTIAL GROWTH OF SERVICES

The most widely used services noted are community health care and English classes. In each case, almost two out of every five respondents say they or their family members are users. About one-fifth of the clients identify themselves/family as users of employment service. Similarly, one-fifth of the clients/family are receiving information/referral/counseling on family, housing, financial, or other problems. Both day care and recreational/social/cultural functions are attended by a slightly smaller portion (18%) of the clients. Legal service/civil rights advocacy is the least used service (Fig. 2).

FIG.2: CURRENT & VERY LIKELY USERS



A = Community health care
B = English class
C = Employment services
D = Information/Referral/Couseling on family, housing, financial, and other problems
E = Day Care
F = Recreational/Social/Cultural functions
G = Legal Service/Civil right advocacy

5. FACTORS AFFECTING SERVICE UTILIZATION

Convenience of location/traffic is the most important factor affecting the utilization of all of the services.

Flexibility of activity schedule ranks second except in two cases. A small number of people say it is the most important factor in determining their participation in recreational/social functions. As recreational/ social functions are judged by the smallest proportion of respondents to be the most needed, it seems natural that people are more willing to adjust their schedules. Another occasion that schedule flexibility ranks lower is when people consider day care service. People consider adequacy of space a higher priority for day care.

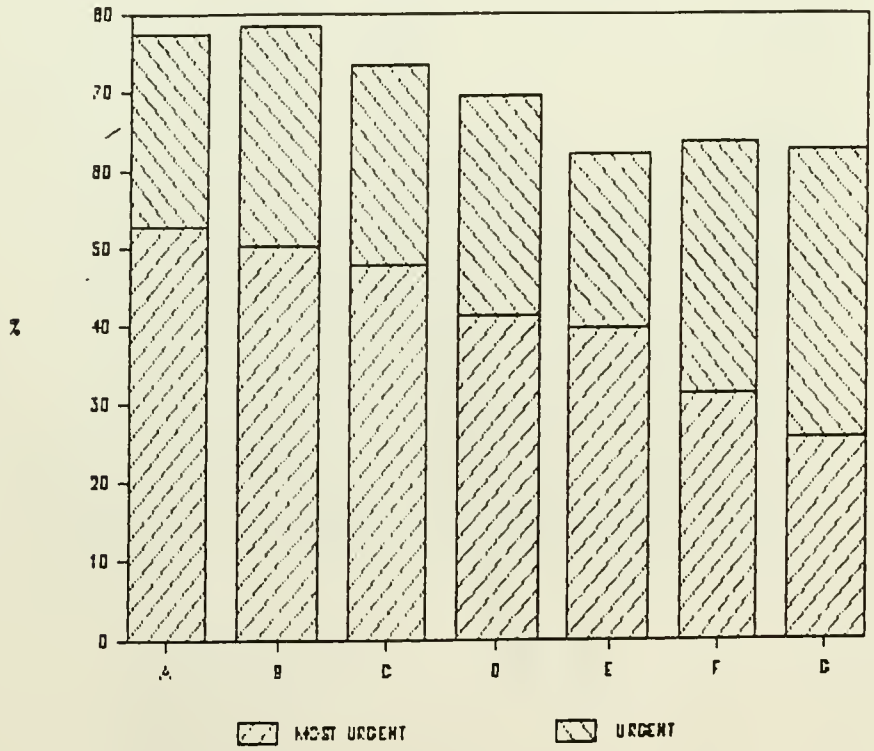
Among people who found program schedule inconvenient, most prefer another period on a weekday, during daytime hours. This complaint on scheduling may also be a reflection of the inadequacy of services available, since potential clients can come during regular office hours. The period of time off regular office hours chosen by most respondents is on a weekend, during daytime hours. Whereas a substantial amount of people would make use of weekday evenings, few like the idea of coming for service on weekend evening.

Space is mostly stressed only for day care and recreational/ social functions. Other than that, space is ranked higher than information except in the case of legal service/civil right advocacy.

6. URGENCY OF SERVICES

Regardless of their own needs, how urgently is each type of service needed in the community? The ranking of urgency of perceived community needs appears to be close to the order of the volume of users (current and potential combined.) Here again, English class and community health care top the list, with recreational/ social/cultural functions at the bottom. While the order of the services in-between varies slightly, the difference is small (Fig. 3).

FIG.3: URGENCY OF SERVICES



A = English class

B = Community health care

C = Employment services

D = Day care

E = Legal service/Civil right advocacy

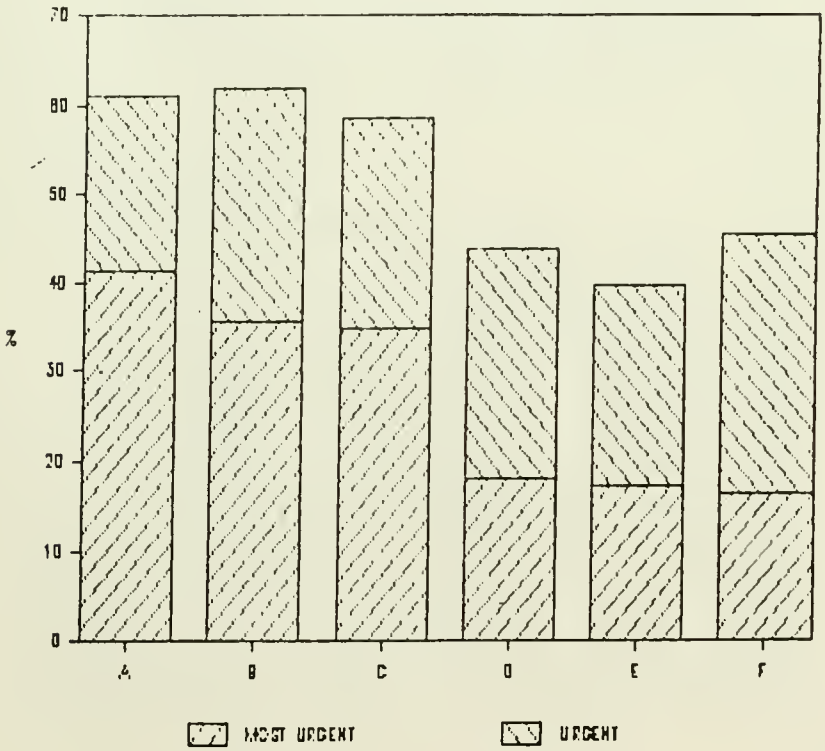
F = Information/Referral/Counseling on family, housing, financial, and other problems

G = Recreational/Social/Cultural functions

7. PRIORITY OF CLIENT GROUPS

The needs of new immigrants, the elderly, and children under seven are judged to be most urgent by the largest portion of respondents. Whereas, the needs of teenagers 13-18 are considered urgent by the smallest proportion of respondents (Fig. 4).

FIG.4: URGENCY OF NEEDS, BY GROUP



A = New immigrants

B = Elders

C = Babies and children under 7

D = Other adults

E = Children 13 - 18

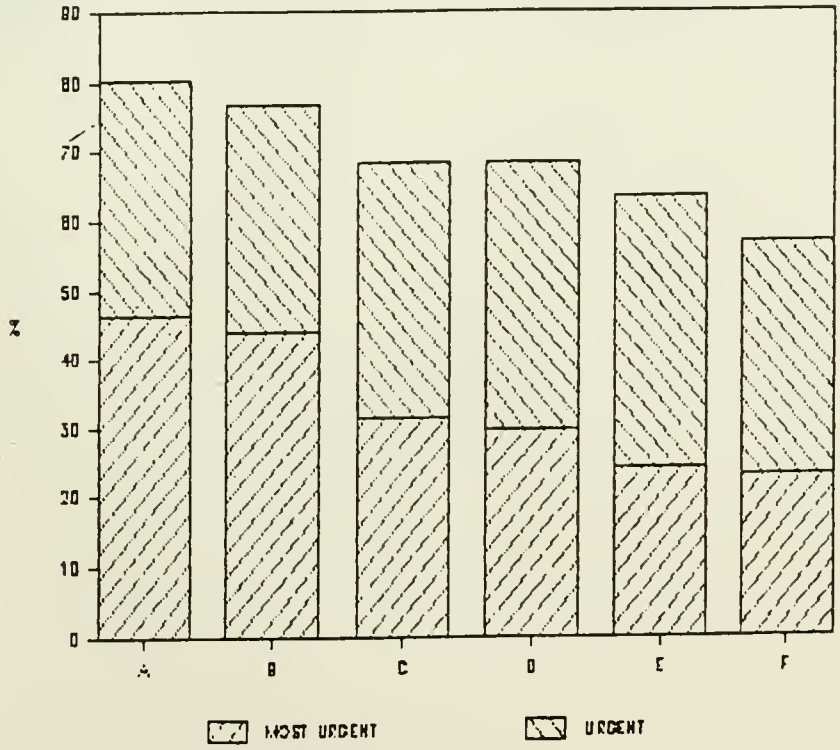
F = Children 7 - 12

DRAFT

8. PRIORITY OF YOUTH/TEENAGER PROGRAMS

Among the youth/teenager programs, family/school problem counseling is considered the most urgent by 80% of the clients. This finding may be a surprise to those people who have an impression that Asian children always listen to their parents and always excel in school. It also reflects a wider acknowledgement, in the Asian community, of the situation that problems with youth/teenagers cannot always be successfully dealt with by the family (Fig. 5).

FIG.5: URGENCY OF YOUTH/TEEN. PROGRAMS



A = Family/school problem counseling

B = Vocational training/sounseling

C = Educational programs

D = Sports/physical fitness

E = Cultural/Arts/Crafts/Music

F = Social/Recreational activities

Trailing closely to family/school problem counseling is vocational training/counseling (77%.) Not every Asian child wants to climb the acadamic ladder. Moreover, the cost for one year's college education at certain institutions now has already surpassed the annual income in many Asian families. Employment assistance seems to be a realistic channel for the children's career development.

Education is still a major concern in this community of Asian tradition (69%). It is, however, a surprise to find that the need for sports/physical fitness programs is as widely recognized (69%) as the need for educational programs. Meanwhile, other non-educational/ employment related programs, such as social/recreational and cultural/arts/crafts/music activities, remain the least recognized (65% and 58% respectively.)

9. CROSS-SERVICE UTILIZATION

Do clients generally need only a specific type of service? Or do they need more than one type of services? How well can we predict the need of one service on the basis of the need of another? Is there any pattern of service configuration? The following matrix (Table 1) offers a preliminary exploration into these interesting questions. In Table 3, the likelihood of utilization of one type of services is crosstabulated with that of each of the other types. The status of one's likelihood of using a certain type of services is either "likely a user" (currently a user or "very likely" a user), or an "unlikely a user" ("very unlikely", "not sure" or no response to the question at all.).

Table 3: Likelihood of Cross-Service Utilization

	Employ. Service	Comm. Health	Info/Ref/ Counseling	Legal/ Civil R.	Recrea. /Social	Day Care	English Class
Employ. Service	-	.35* (a)	.35*	.41*	insig.	.41*	.26*
Commun. Health		-	.57*	.36*	.28*	.36*	.44*
Info/Ref/ Counseling			-	.40*	.34*	.37*	.32*
Legal/ Civil R.				-	.48*	.51*	.34*
Recrea./ Social					-	.40*	insig.
Day Care						-	.42*
English Class							-

(a) Figures represent the Phi-value, * indicates significance at the 0.01 level. For readers not familiar with the connotation, Phi is a statistical value measuring the strength of association between two variables. The higher the value between two variables, the more likely users of one type of services are also more likely users of the other, and, the more unlikely users of a service type are also more unlikely users of the other. The 0.01 significance level indicates that there is a smaller than 1% chance that the findings of this sample would be different from that in the overall clientele population.)

Table 3 indicates that there is a moderate but statistically significant association between almost every pair of service types. It means that the likely users of one type of service do have a moderate chance (Phi-value ranges from .26 to .57) of being likely users of another type of service. Obviously, since the greatest Phi-value is only .57, we cannot predict with higher probability. However, with such a wide spread of significant associations, we can say that most clients are likely multi-service users.

DRAFT

For

10. PROJECTED NEEDS

Long-term projections normally require logitudinal data. Whereas, most of the information we have about the community's needs comes from a one-shot survey. In an attempt to provide some ball-park figures for long-term planning purposes, the proportion of users and very-likely users of each type of service is assumed to be constant when applied the population figures projected for 1990, 1995, and 2000.

The base of population projection is the size of the 1980 Asian population in Metropolitan Boston. There are at least two reasons for the choice of the Metropolitan's rather than the City's or Chinatown's figures. First, recent studies indicate that between about 20% to 44% of the Chinatown users come from outside the City. Secondly, these figures are likely to increase given a rapid Asian immigrant influx, the over-crowdiness in Chinatown, and the high-rising rent in the City.

There is no rate of population change available for the projection of the Metropolitan Asian population. Nevertheless, it is reasonable to expect that the rate is likely to be between that of the City's and that of the State's. The annual rates of increase of Asian population in Massachusetts are obtained from the Federal Bureau of Census projections: 7% between 1980 and 1990, 4.5% between 1990 and 1995, and 4% between 1995 and 2000 (8). This set of rates does not seem to have taken last decade's Asian immigrant influx into full account. When applied to the 1980 Asian population size, which is widely recognized as being under-estimated, the population size and the volume of needs projected can be perceived as bottom-line figures (Table 4).

The BRA has produced figures for the calculation of annual increase rates of the Asian population in the City (9). Between 1980 and 1985, the average rate of increase is 11.74%. Assuming that this rate is constant over the next two decades, a set of much larger numbers is derived (Table 5).

There are two sets of figures presented for the needs of community health care service. Since the largest provider agency in the community, South Cove Community Health Center (SCCHC), did not participate in the survey, the proportion of community health care needs only reflects that among users of other services. For estimation purposes, the number of patients provided by SCCHC is applied to the same projection model, producing a much larger numbers of people in need of community health care service.

DRAFT
For
Discussion Purposes Only

DRAFTED, NOT FINAL

(Table 4)

NEEDS PROJECTION, ON LOWER ASIAN POPULATION INCREASE RATES*

			1988 MetroBos AsianPop 63626 (annual: 7%)		1990 MetroBos AsianPop 72848 (annual: 7%)	1995 MetroBos AsianPop 90782 (annual:4.5%)	2000 MetroBos AsianPop 110450 (annual: 4%)
	pro.	95%cl	1988 Needs	Need Rate			
Employ. Serv.	0.587	0.088	1705	0.027	1952	2433	2960
Info/Refer/Coun.	0.603	0.087	1752	0.028	2006	2499	3041
Legal/Civil R.	0.653	0.085	1897	0.030	2172	2707	3293
Recreation	0.562	0.088	1633	0.026	1869	2329	2834
Day Care	0.562	0.088	1633	0.026	1869	2329	2834
English Classes	0.752	0.077	2185	0.034	2501	3117	3792
Community Health	0.769	0.075	2234	0.035	2558	3187	3878
SCCHC clients			12774@	0.201	14625	18226	22175

* Based on the projected rates of change of the Asian pop. in Mass. Assuming constant annual rates of change within each period. Source: Boston Redevelopment Authority Policy & Research Dept., Document 012788/R030189, Table 1-4.

@ Number of active patients of South Cove Community Health Center in 1988, including clients from Metropolitan Indochinese Children & Adolescent Services.

DRAFT
For
Discussion Purposes Only

DRAFTED, NOT FINAL

(Table 5)

NEEDS PROJECTION, ON HIGHER ASIAN POPULATION INCREASE RATES#

			1988 MetroBos AsianPop 89995 (ann:11.74%)		1990 MetroBos AsianPop 112383 (ann: 11.74%)	1995 MetroBos AsianPop 195769 (ann:11.74%)	2000 MetroBos AsianPop 341025 (ann:11.74%)
	pro.	95%cl	1988 Needs	Need Rate			
Employ. Serv.	0.587	0.088	1705	0.019	2129	3709	6462
Info/Refer/Coun.	0.603	0.087	1752	0.019	2187	3811	6638
Legal/Civil R.	0.653	0.085	1897	0.021	2369	4127	7188
Recreation	0.562	0.088	1633	0.018	2039	3551	6187
Day Care	0.562	0.088	1633	0.018	2039	3551	6187
English Classes	0.752	0.077	2185	0.024	2728	4752	8278
Community Health	0.769	0.075	2234	0.025	2790	4860	8465
SCCHC clients			12774@	0.142	15952	27788	48405

Based on the 1980-1985 rate of change of the Asian pop. in Boston, assuming constant rates of change over these years. Source: Boston Redevelopment Authority Policy & Research Dept., Document 012788/R030189, Table 1-1.

@ Number of active patients of South Cove Community Health Center in 1988, including clients from Metropolitan Indochinese Children & Adolescent Services.

11. CONCLUSION

The most important finding of this survey is that the needs of the Asian community far exceeds the amount of services provided by agencies located in Chinatown. Presently, 48% of the clients come from places outside of Chinatown and its surrounding vicinity. With the continuous immigrant influx into the Greater Boston area, demand for services will only increase.

The services clients need are intertwined. Those who are in need of one type of service are also likely to be in need of one or more types of other services. Therefore, bringing a variety of programs under one roof may increase the efficiency of service delivery. This approach will likely be particularly appreciated by the clients since the majority of them have to work long hours and/or are in need of day care. It is not a coincident that to most of them, geographic convenience and flexibility of schedules are important factors affecting their service utilization.

All of these findings lend support to the idea of building a multi-service community facility on Parcel C. Unless other comprehensive service packages are made available locally for those clients residing outside of Chinatown, which is unlikely in most cases, the project on Parcel C which is located in the very midst of existing facilities, does represent a most efficient scheme to improve the service delivery to the Asian Americans in the Boston area.

Every type of service is supported by a majority of respondents. Community health care and English classes, the two largest programs at present, will continue to attract the largest number of clients. Meanwhile, special attention is called to address the great growth potential of two less visible types of services---legal service/civil rights advocacy, and family/school problem counseling for youth and teenagers.

Given the urgency, diversity, and the large amount of unmet needs, the Parcel C developer should consider more favorably the architectural option with the largest area of facility space. To improve the efficiency of service delivery and offer clients greater convenience, the Parcel C facility should bring in a variety of agencies and programs, even though this could mean that each agency would be allotted a smaller space (at this moment, overcrowding is a concern to the smallest proportion of the clients.) An agency's commitment to share facilities, to cooperate in programming and scheduling coordination, and to operate on weekday evenings as well as on weekends should be strongly emphasized in the selection of the Parcel C facility participants.

Finally, let me reiterate that the above findings reflect mainly the needs of the current users. Certaily, those who did not participate may not need any service at all. But if they do, their needs are not quantified. If a service is not there, for instance, service for the homeless or battered women, the respective needs are not even recognized. People might be unaware of the service or

unaware of their rights to service. There are people who were unable to participate because they had to stay home to take care of children, because they stayed at work very late, or because they do not drive and there is little public transportation. Some of them probably are most urgently in need of service. Before taking these people into account, the community needs assessment will not be completed.

NEEDS ASSESSMENT SURVEY FOR THE PARCEL C FACILITY

Sponsored by The Boston Redevelopment Authority
In Conjunction with the Chinatown/South Cove Neighborhood Council

Reserach Consultant: Dr. Tom Chung & the Henderson Planning Group

Febrary 1989

Thanks for your participation, the first set of questions is:
HOW LIKELY WOULD YOU OR YOUR FAMILY USE EACH OF THE FOLLOWING SERVICES OR FACILITIES IN CHINATOWN?

	1. Using It Now	2. Very Likely	3. Very Unlikely	4. Not Sure	0. No Resp.
1. Employment training/ counselling	38 20.7% 58	38.0	8.3	20.7	12.4
2. Community health care	39.7 37 76 9	37.2	2.5	8.3	12.4
3. Information/Referral/ Counselling on family, housing, financial, & other problems	19.8	39.7	5.8	17.4	17.4
4. Legal service/Civil rights advocacy	12.4	52.9	4.1	16.5	14.1
5. Recreational/Social/ Cultural functions	17.4	38.8	2.5	23.1	18.2
6. Day care	56% 18.2 38	38.0	11.6	13.2	19.0
7. English class	38.0 37 75	37.2	5.0	10.7	9.0

IN THE CASE OF EMPLOYMENT SERVICE, HOW IMPORTANT WILL EACH OF THE FOLLOWING FACTORS AFFECT YOUR (OR OTHERS', IF NOONE FROM YOUR FAMILY NEEDS IT) SERVICE UTILIZATION:

	1. Very important	2. Somewhat important	3. Un-import.	4. No Resp.
8. Convenient location/traffic	76.0	14.9	3.3	5.8
9. Adequate space	52.1	33.9	4.1	9.9
10. Sufficient information/notice	46.3	33.1	5.8	14.9
11. Flexible schedule	60.3	33.0	1.7	5.0

12. [IF YOU FIND IT INFLEXIBLE,] Which period of time is more convenient? [PLEASE CHECK ALL THAT APPLY]

1. 20.1	Weekday daytime	2. 13.2	Weekday evening
3. 16.5	Weekend daytime	4. 5.8	Weekend evening
5. 8.3	1 + 3	6. 2.5	2 + 4
7. 1.7	1 + 2	8. 0.8	3 + 4
9. 15.7	other combination	0. 14.9	no response

IN THE CASE OF COMMUNITY HEALTH CARE, HOW IMPORTANT WILL EACH OF THE FOLLOWING FACTORS AFFECT YOUR (OR OTHERS', IF NOONE FROM YOUR FAMILY NEEDS IT) SERVICE UTILIZATION:

	1.Very import.	2.Somewhat important	3. Un-import.	0. No response
13. Convenient location/traffic	72.7	14.1	0.8	12.4
14. Adequate space	54.6	28.1	1.7	15.7
15. Sufficient information/notice	50.4	30.6	2.5	16.5
16. Flexible schedule	60.3	28.1	0.8	10.8

17. [IF YOU FIND IT INFLEXIBLE,] Which period of time is more convenient? [PLEASE CHECK ALL THAT APPLY]

1. 21.5	Weekday daytime	2. 8.3	Weekday evening
3. 17.4	Weekend daytime	4. 3.3	Weekend evening
5. 9.9	1 + 3	6. 1.7	2 + 4
7. 0	1 + 2	8. 0	3 + 4
9. 16.5	Other combination	0. 21.5	No respones

IN THE CASE OF INFORMATION/REFERRAL/COUNSELLING ON FAMILY, HOUSING, FINANCIAL, AND OTHER PROBLEMS, HOW IMPORTANT WILL EACH OF THE FOLLOWING FACTORS AFFECT YOUR OR OTHERS', IF NOONE FROM YOUR FAMILY NEEDS IT) SERVIC UTILIZATION:

	1.Very import.	2.Somewhat important	3.Un-import.	0. No response
18. Convenient location/traffic	57.0	20.7	4.1	18.2
19. Adequate space	43.8	29.8	7.4	19.0
20. Sufficient information/notice	42.2	30.6	4.1	23.1
21. Flexible schedule	44.6	35.5	3.3	16.5

22. [IF YOU FIND IT INFLEXIBLE,] Which period of time is more convenient? [PLEASE CHECK ALL THAT APPLY]

1. 20.7	Weekday daytime	2. 7.4	Weekday evening
3. 13.2	Weekend daytime	4. 4.1	Weekend evening
5. 9.9	1 + 3	6. 1.7	2 + 4
7. 0	1 + 2	8. 0.8	3 + 4
9. 14.9	Other combination	0. 27.3	No response

DRAFTED, NOT FINAL

IN THE CASE OF LEGAL SERVICE/CIVIL RIGHTS ADVOCACY, HOW IMPORTANT WILL EAC OF THE FOLLOWING FACTORS AFFECT YOUR (OR OTHERS', IF NOONE FROM YOUR FAMIL NEEDS IT) SERVICE UTILIZATION:

	1.Very import.	2.Somewhat important	3. Un-import.	0. No response
23. Convenient location/traffic	60.3	19.8	3.3	16.5
24. Adequate space	46.3	28.9	5.8	19.0
25. Sufficient information/notice	52.0	26.5	4.1	17.4
26. Flexible schedule	52.1	35.5	1.7	10.7

27. [IF YOU FIND IT INFLEXIBLE,] Which period of time is more convenient? [PLEASE CHECK ALL THAT APPLY]

1. 17.4	Weekday daytime	2. 9.9	Weekday evening
3. 21.5	Weekend daytime	4. 3.3	Weekend evening
5. 9.1	1 + 3	6. 2.5	2 + 4
7. 0	1 + 2	8. 0	3 + 4
9. 14.9	Other combination	0. 21.5	No response

IN THE CASE OF RECREATION/SOCIAL FUNCTIONS, HOW IMPORTANT WILL EACH OF THE FOLLOWING FACTORS AFFECT YOUR (OR OTHERS', IF NOONE FROM YOUR FAMILY NEEDS IT) SERVICE UTILIZATION:

	1.Very import.	2.Somewhat important	3. Un-import.	0. No response
28. Convenient location/traffic	54.6	22.3	8.3	14.9
29. Adequate space	48.8	28.1	7.4	15.7
30. Sufficient information/notice	42.2	28.9	7.4	21.5
31. Flexible schedule	40.5	36.4	8.3	14.9

32. [IF YOU FIND IT INFLEXIBLE,] Which period of time is more convenient? [PLEASE CHECK ALL THAT APPLY]

1. 14.9	Weekday daytime	2. 9.1	Weekday evening
3. 15.7	Weekend daytime	4. 5.0	Weekend evening
5. 6.6	1 + 3	6. 4.1	2 + 4
7. 0	1 + 2	8. 0	3 + 4
9. 15.7	Other combination	0. 28.9	No respones

IN THE CASE OF DAY CARE, HOW IMPORTANT WILL EACH OF THE FOLLOWING FACTORS AFFECT YOUR (OR OTHERS', IF NOONE FROM YOUR FAMILY NEEDS IT) SERVICE UTILIZATION:

	1.Very import	2.Somewhat important	3. Un-import	0. No respones
33. Convenient location/traffic	64.5	15.7	2.5	17.4
34. Adequate space	64.5	16.5	3.3	15.7

35. Sufficient information/notice	41.3	30.6	4.1	24.0
36. Flexible schedule	57.0	26.5	1.7	14.9

37. [IF YOU FIND IT INFLEXIBLE,] Which period of time is more convenient? [PLEASE CHECK ALL THAT APPLY]

1.	33.1	Weekday daytime	2.	5.8	Weekday evening
3.	9.9	Weekend daytime	4.	3.3	Weekend evening
5.	10.7	1 + 3	6.	0	2 + 4
7.	0	1 + 2	8.	0	3 + 4
9.	8.3	Other combination	0.	28.9	No response

[IF YOU/YOUR FAMILY NEED ENGLISH CLASS, HOW IMPORTANT WILL EACH OF THE FOLLOWING FACTORS AFFECT YOUR (OR OTHERS', IF NOONE FROM YOUR FAMILY NEEDS IT) SERVICE UTILIZATION:

	1.Very import.	2.Somewhat important	3. Un-import.	0. No response
38. Convenient location/traffic	66.1	15.7	2.5	15.7
39. Adequate space	50.4	28.1	3.3	18.2
40. Sufficient information/notice	50.4	25.6	3.3	20.7
41. Flexible schedule	59.5	25.6	1.7	13.2

42. [IF YOU FIND IT INFLEXIBLE,] Which period of time is more convenient? [PLEASE CHECK ALL THAT APPLY]

1.	18.2	Weekday time	2.	13.2	Weekday evening
3.	11.6	Weekend daytime	4.	3.3	Weekend evening
5.	8.3	1 + 3	6.	0.8	2 + 4
7.	0	1 + 2	8.	0.8	3 + 4
9.	18.2	Other combination	0.	25.6	No response

WHETHER YOU/YOUR FAMILY NEED IT OR NOT, HOW URGENTLY DO YOU THINK EACH OF THESE SERVICES IS NEEDED IN THE CHINATOWN/SOUTH COVE COMMUNITY?

	1. Most Urgent	2.Ur-gent	3.Not sure	4. Not Urgent	5. Not Needed	0. No resp
43. Employment training counselling	47.9	25.6	11.6	4.1	0	10.7
44. Community health care	50.4	28.1	6.6	1.7	0.8	12.4
45. Information/Referral/ Counselling on family, housing, financial, & other problems	31.4	32.2	14.9	5.0	0.8	15.7
46. Legal serv./Civil rights advocacy	39.7	22.3	19.0	3.3	0.8	14.9

47. Recrea./Soc./Cult	25.6	37.2	12.4	9.1	1.7	14.1
48. Day care	41.3	28.1	9.1	2.5	4.1	14.9
49. English class	52.9	24.8	7.4	0.8	0	14.1
50. Others(specify)	5.8	5.8	3.3	0	0.8	84.3

WHETHER YOU/YOUR FAMILY NEED IT OR NOT, HOW URGENTLY DO YOU THINK EACH OF THE FOLLOWING GROUPS IS IN NEED OF THE SERVICES?

	1. Most urgent	2.Ur-gent	3.Not Sure	4. Not Urgent	5. Not Needed	0.No resp
51. Bables and children under 7	34.7	24.0	9.1	0.8	5.0	26.5
52. Children 7 - 12	16.5	28.9	10.7	3.3	5.0	35.5
54. Elders	35.5	26.5	8.3	2.5	1.7	25.6
55. Other adults	18.2	25.6	16.5	1.7	5.0	33.1
56. New immigrants (came within 3 yrs)	41.3	19.8	9.1	1.7	1.7	26.5
57. Others	3.3	2.5	5.0	0.8	2.5	86.0

[IF YOU THINK YOUTHS AND TEENAGERS ARE IN NEED OF SERVICE, IS ANY OF THE FOLLOWING PROGRAMS URGENTLY NEEDED?]

	1. Most Urgent	2.Ur-gent	3.Not Sure	4. Not Urgent	5. Not Needed	0. No resp
58. Sports/physical fitness	29.8	38.8	11.6	3.3	2.5	14.1
59. Vocational training/ counselling	43.8	33.1	9.1	0	0.8	13.2
60. Family/school problem counselling	46.3	33.9	8.2	1.7	1.7	8.3
61. Educational programs	31.4	37.2	12.4	1.7	2.5	14.9
62. Social/recreational activities	24.0	39.7	13.2	2.5	3.3	17.4
63. Cultural/Arts/Crafts/Music	23.1	33.9	17.4	5.0	2.5	18.2
64. Others(specify)	4.1	2.5	5.0	0	0.8	87.6

[COULD YOU PLEASE TELL US A LITTLE BIT ABOUT YOUR BACKGROUND?]

65. How old are you?	0.8	< 12	1.7	13-18	12.4	19-26
	27.3	26-35	20.7	36-45	21.5	> 65
	4.1	no response				

66. What is your sex? 55.4 Male 43.0 Famele 1.7 No resp.

67. What is your field of employment?

1.	30.6	Restaurant
2.	12.4	M2nufacturing
3.	4.1	Health, education, or social service
4.	0.8	Business (financing, insurance, real estate, etc.)
5.	0	Repair, plumbing, renovation, construction service
6.	2.5	Personal, entertainment, recreational service
7.	0.8	Public administration/transportation/utilities/communication
8.	7.4	Student
9.	12.4	Housewife
10.	0	Unemployed
11.	3.3	Others
0.	25.6	No response

68. What is the level of skills of your employment?

1.	21.5	Entry level
2.	17.4	Semi-skilled
3.	9.9	Skilled
4.	6.6	Professional
5.	0.8	Managerial
0.	43.8	No response

69. What is your average monthly income last year?

1.	24.0	0 - $600
2.	21.5	600 - 799
3.	8.3	800 - 999
4.	3.3	1000 - 1199
5.	4.1	1200 - 1399
6.	1.7	1400 - 1599
7.	2.5	1600 - 1999
8.	6.6	2000 or over
9.	0	have no idea
0.	28.1	no response

70. What is the average monthly income of your <u>household</u> last year?

1.	10.7	0 - $600
2.	12.4	600 - 799
3.	6.6	800 - 999
4.	6.6	1000 - 1199
5.	8.3	1200 - 1399
6.	6.6	1400 - 1599
7.	6.6	1600 - 1999
8.	9.9	2000 or over
9.	0	have no idea
0.	32.2	No response

71. How many people are there in your household now?

1.	13.2	2.	14.1
3.	19.0	4.	18.2
5.	13.2	6.	8.3
7.	0.8	8.	3.3
9.	1.7	0.	8.3

72. What is your formal education background?

1.	9.1	Did not go to school
2.	20.7	1 - 6 years in school
3.	24.8	7 - 9 years in school
4.	16.5	10 - 12 years in school
5.	10.7	some college
6.	6.6	completed college or beyond
0.	11.6	no response

73. What is your primary spoken language/dialect?

1.	59.5	Cantonese
2.	14.1	Toisanese
3.	10.7	Mandarian
4.	2.5	Other Chinese dialect
5.	2.5	Vietnamese
6.	0	Other IndoChinese language
7.	5.0	English
8.	0	Others
0.	5.8	No response

74. How good is your English in terms of listening and talking?

1.	11.6	I listen and talk well
2.	8.3	I listen well but talk with difficulty
3.	19.0	I listen and talk with difficulty
4.	21.5	I listen with difficulty, I cannot talk at all
5.	35.5	I do not listen, I do not talk
0.	4.1	No response

75. How good is your English in terms of reading and writing?

1.	12.4	I read and write well
2.	10.7	I read well, and can write simple sentences
3.	22.3	I read and write simple sentences
4.	13.2	I read simple sentences, but I cannot write
5.	33.1	I do not read, I do not write
0.	8.3	No response

76. The zip code of your address is:_____

THANK YOU FOR ANSWERING, PLEASE SEND IT BACK IMMEDIATELY.

DRAFTED, NOT FINAL